

2003 COMMISSIONER'S AWARD FOR EXCELLENCE



Technology Response Team

Customer Service

Central Office

Team Members

James Downing, Jessica Hutchinson, and Thomas Blackburn

When a fire in the Central Office Annex Building forced smoke throughout ventilation system last winter, a group of IT employees took quick action to prevent the interruption of business during the busy General Assembly session.

Once it was determined that the Annex Building had to be evacuated and closed, the IT team proposed and implemented relocation of the General Assembly liaison group and the Commissioner's staff away from the building. The liaison group was relocated to the IT training room on the first floor of the Old Transportation Building, where computers were configured for the displaced staff and IT experts were stationed for their support. Office space on the second floor of the Old Building was provided for the Commissioner's staff. Phones, faxes and computers were all in place and configured for them by mid-afternoon. When a decision was made to close the Annex for another day, additional space was configured and plans were made for more computers and printers for the itinerant division administrators.

Because of the IT support staff's quick actions; disruption of work on the impact statements required by the General Assembly was minimized. The Commissioner's staff had one ready and secure location from which to work in the interim, and business was allowed to continue as usual.

Nominated by: Thomas Bradshaw

